



Northwest Territories

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
13 - 1273	Senior Technical Systems Analyst	
<i>Department</i>	<i>Division/Region</i>	<i>Location</i>
Financial Management Board	Labour Relations and Compensation	Yellowknife

PURPOSE OF THE POSITION

(Main reason why the position exists, in what context and what is the overall end result)

Provides specialized technical advice in the application of systems analysis, design and development and provides leadership in the development of new systems to meet business needs. Provides technical leadership in the development of new systems, modules and functionality to meet business needs.

The incumbent designs and develops computer programming necessary to support, maintain and develop the PeopleSoft Human Resource Information System (HRIS) and other government human resource applications. Responsibilities are carried out in accordance with industry standards, policies and procedures to ensure effective and efficient system performance.

SCOPE

(Describe in what way the position contributes to and impacts on the organization)

As a member of the Human Resource Systems Support Team the incumbent reports to the System Support Supervisor and provides advice and guidance to two other Technical Systems Analysts.

System analysis, programming, support, maintenance and development for the government wide Human Resource and Payroll system and other human resource applications. The Human Resource and Payroll system consists of 6 implemented modules, stores, processes and reports data on approximately 4000 active employees in 3 different payroll offices. Technical support is provided to the Business System Analysts and all other users of the system who are decentralized and spread over 10 communities.

The incumbent makes decisions on internal design and programming such as the arrangement of the system, content of programs, coding techniques to be employed, use of common routines and utilities and the nature of the testing required. The incumbent has a high degree of freedom in handling routine work.

The incumbent is responsible for the coordination of the migration of projects between all databases and ensuring that all other technical analysts have correctly documented all changes.

The incumbent troubleshoots, analyzes and implements all emergency fixes to the production databases. The scheduling or quality of work performed by the incumbent has a direct impact on the timely availability of data that is required by Human Resource Practitioners for effective business operations and has a direct impact on production of payroll.

Departmental employees who manage, monitor and evaluate Human Resources using information systems to support their day to day activities are reliant on the systems supported by the incumbent.

RESPONSIBILITIES

(Describe major responsibilities and target accomplishments expected of the position. Describe the typical problems encountered in carrying out the responsibilities accomplished)

System Maintenance and Support

Incumbent is responsible for providing expert technical support to all functioning government wide human resource systems. This includes the PeopleSoft Human Resource and Payroll System, the HRXpert Job Evaluation System and the Recruitment Information System.

- Troubleshoot and analysis of both database and application software problems as reported by the Business Systems Analysts. This includes both production and test databases. Analysis of Change System Requests and detailed specifications as provided by the Business Systems Analysts including estimates for time and effort for completion of work.
- Development and modification of Structured Query Reports (SQR's), Structured Query Language (SQL's), Crystal Reports, PeopleTools objects and code, and COBOL programs due to emergency fixes. Walkthroughs of all programming designs and code with Business Systems Analysts and application and initial testing of development or corrective action is required. Each project is clearly documented in the Customization Manager Database and thorough paper files are created for management review and approval. Development of queries against all databases, data mover, process scheduler and other PeopleSoft utilities.
- Maintenance of Version Control on any changed SQR's, Queries, COBOL and PeopleSoft Objects that have been changed.

- Development and maintenance of system interface and electronic files.
- Migration of development and modification projects from development databases into the functional testing environment and, once accepted by management, migration of projects to the production accounts.
- Communication and coordination of database management requirements with technical staff at Public Works and Services. This includes daily reviews of system backup logs, database size and extent reports, tuning recommendations and application response times. Coordination of work effort and re-freshes of databases is required. Provides application specific technical support for disaster recovery procedures to bring applications back on-line effectively which requires close coordination with the database administrator at Public Works and Services.
- Technical support to users for remote printing, PC installations and Local Area Network and file server installations or upgrades.
- Contact with PeopleSoft centralized support services on technical or coding issues when required. Regular monitoring of PeopleSoft Customer Connection website for patches, fixes and updates that are relevant to the current production version and providing regular, monthly reports to management for review and planning.

System Design and Development

Provision of system design and development services for planning, changes to systems, development of further functionality and upgrades to current versions.

Systems Study and Evaluation:

- Analysis of current systems, planning for data conversion requirements, surveying of information needs through interviews, and analysis of information requirements.
- Participation in the development of project scope including development and analysis of information requirements, preparing estimates of order of magnitude, and evaluation of feasibility.
- Participation with the Business Systems Analysts in the formal review of the system design and evaluation with end users.

Project and System Procedure Design :

- Preparation of design documents including decomposition of the programming project into sub-systems, preparation of flow charts, logic descriptions of sub-systems, data management descriptions and illustrative output for Business Systems Analysts review.

- Conducting walkthroughs with management and Business Systems Analysts of the system design and evaluation.
- Defining computer procedures into program steps, evaluating procedures for operating requirements, and developing technical programming specifications.

Programming and Testing:

- Development of high quality computer programs, including testing of the program for compliance to specifications, ensuring efficiency of the programs, minimal impact on the base system, and ease of system use and ongoing maintenance.
- Participation in system testing including the installation of systems procedures, the education of Business Systems Analysts in the use of particular procedures, the preparation of test data and the actual tests, and participation in the review of test results to ensure all specifications and requirements are met.

KNOWLEDGE, SKILLS AND ABILITIES

(Describe the level of knowledge, experience and abilities that are required for satisfactory job performance)

- A high degree of knowledge and proven skills and ability in IS development, programming production and technical environments are critical.
- A high degree of knowledge, skill and ability in system analysis and problem solving is critical.
- Advanced knowledge of standard microcomputer desktop applications.
- Ability to organize, communicate effectively and think and act in a logical manner.
- Ability to translate written specifications into computer programs and programs into written procedures.
- Knowledge of client-server applications, UNIX / Oracle systems, as well as large-scale core administrative computing systems is essential.
- Knowledge of COBOL, SQR and SQL.

These skills are usually obtained with a degree from University or Technical school with three years of programming experience. Three years of experience is required in COBOL programming. Also by the incumbent continuing education in application tools and components used in development and product maintenance.

WORKING CONDITIONS

(List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands)

Physical Demands

(Indicate the nature of physical effort leading to physical fatigue.)

Incumbent spends the entire day working at a computer. This often causes physical discomfort and fatigue. Some stooping and lifting or carrying of light materials may be required

Environmental Conditions

(Indicate the nature of adverse environmental conditions to which the incumbent is exposed)

The position works in a normal office environment. There are requirements for visits to remote sites for consultation / technical work – 1-2 times per year.

Requirement to travel 1-2 times per year to take on-going training on application tools and components used in development and product maintenance.

Sensory Demands

(Indicate the nature of demands on the incumbent's senses to make judgments through touch, smell, sight and hearing and judge speed and accuracy).

There is intense prolonged need for sensory attention while troubleshooting, reviewing and analyzing data and information. Eyestrain and back discomfort are common problems.

Mental Demands

(Indicate conditions that may lead to mental or emotional fatigue. See User Guide for examples)

At times of implementation of new functionality, upgrades to software or implementation of changes due to collective bargaining the incumbent is required to work very long hours in order to meet deadlines. This can cause a significant disruption in the incumbent's lifestyle.

Incumbent is required to also provide expert technical advice to other technical systems analysts. This causes disruption to the incumbent's work process and may cause mental fatigue.

Mental fatigue is common, as a result of a requirement of a heavy workload; frequent need for intense analytical work, and tight deadlines. Imposed unexpected and competing demands frequently cause high levels of stress and extreme mental fatigue.